Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Insurance	101 1	2 0	103 1
Customer Company Total	101 1	2 0	103 1

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Insurance	101 7	2 0	103 7
Customer Company Total	101 7	2 0	103 7

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	Medium	ATTIR Total
Insurance	101 1.21	2 0.33	103 1.19
Customer Company Total	101 1.21	2 0.33	103 1.19

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents **Bottom Number - Missed Resolution**		
Customer Company	**Low**	**Medium**	**MR Total**
Insurance	101 3	2 0	103 3
Customer Company Total	101 3	2 0	103 3

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Insurance	101 1.63	2 1.86	103 1.63
Customer Company Total	101 1.63	2 1.86	103 1.63

Insurance

Detail

INC000000270806	Tanji Northrup	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270830	Jeremy Garduno	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000271205	Neal Gooch	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.03
	Help Desk	Sarah Johnson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000271373	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272202	Terisa Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	2.06
INC000000272366	Hermoliva Abejar	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272415	Brad Tibbitts	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272571	Virgina Dawes	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272655	Karon Hardman	Application	None	SIRCON Commercial		TIR Missed: Yes	TIR:	5.77
	Application Support	Fahim Gilani	Insurance	Low	Closed	TTR Missed: Yes	TTR:	18.84
INC000000272808	Jenifer Christian	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.75
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000272952	Michelle M White	Application	Reporting	None		TIR Missed: Yes	TIR:	3.27
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	3.69
INC000000273001	Jilene Whitby	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.90
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000273595	Brad Tibbitts	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274638	Brad Tibbitts	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274642	Hermoliva Abejar	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274709	Michael Covington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.62

Insurance

INC000000274747	Aaron Phillips	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed		TTR Missed:	No	TTR:	0.00
INC000000275243	Grace Reinhart	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.73
INC000000275610	Lisa A Peterson	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000275615	Lisa A Peterson	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000275712	Jenifer Christian	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000275716	Tamara Greening	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000276377	Randy Overstreet	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000276568	Jenifer Christian	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.61
	Capitol Desktop Support	Peter Musser	Insurance	Low	Closed		TTR Missed:	No	TTR:	1.31
INC000000276817	Sandra Halladay	None	None	None			TIR Missed:	No	TIR:	0.98
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	1.63
INC000000276907	David Gaines	Network	Error	None			TIR Missed:	No	TIR:	0.65
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	1.23
INC000000276926	Silmara Charlesworth	Application	Error	None			TIR Missed:	Yes	TIR:	1.84
	Application Support	Kyle Pettit	Insurance	Low	Closed		TTR Missed:	Yes	TTR:	6.22
INC000000277365	Dan Applegarth	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed:	Yes	TIR:	3.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	3.15
INC000000277590	Steven Jentzsch	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.68
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	2.47
INC000000277811	Jenifer Christian	Application	Password	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.55
INC000000278027	Jenifer Christian	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000278031	Jenifer Christian	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000278126	Karon Hardman	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed:	No	TTR:	0.00

Insurance

Incident	Name	Category	Type	Item		TIR Missed	TIR
INC000000278582	Katy Ball	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.54
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000278650	Terisa Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000278682	Virgina Dawes	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000278759	Terisa Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000278823	Diane Perucca	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000278833	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000278882	Jenifer Christian	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279831	Karon Hardman	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279834	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279896	Jake W Garn	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280188	Katy Ball	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280444	Jilene Whitby	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280449	Troy Stover	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280765	Tanji Northrup	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000280879	Michelle M White	Application	Reporting	Proofpoint Email Security		TIR Missed: No	TIR: 0.91
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	TTR: 2.64
INC000000281036	Silmara Charlesworth	Application	Error	None		TIR Missed: Yes	TIR: 88.84
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 90.01
INC000000281298	Richard Grieser	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	TTR: 0.25

Insurance							

INC000000281582	Michael Covington	Network	Incident	None		TIR Missed: No	TIR: 0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000281742	Joyce Maher	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281745	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281750	Lorry Herrera	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281848	Sandra Halladay	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281989	Jilene Whitby	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282004	Jilene Whitby	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282159	Jilene Whitby	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.91
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.95
INC000000282418	Shane Sadler	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.93
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000282599	Ross Elliott	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.63
INC000000282665	Jilene Whitby	Application	None	None		TIR Missed: Yes	TIR: 2.10
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.14
INC000000282890	Tanji Northrup	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.67
INC000000282952	Shane Sadler	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282979	Connie Nowland	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283479	Diane Perucca	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283693	Steven Jentzsch	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283706	Virgina Dawes	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00

Insurance

INC000000283712	Ross Elliott	Network	Error	None		TIR Missed: No	TIR:	0.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000283735	Silmara Charlesworth	Application	Password	None		TIR Missed: No	TIR:	0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000284110	David Flores	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284481	Aaron Phillips	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284729	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284785	Donald Catmull	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284827	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285391	Jilene Whitby	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.21
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000285560	Laura Shepherd	Network	Virus	None		TIR Missed: No	TIR:	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.29
INC000000285721	Sandy Glaze	Application	Error	Citrix ICA Client		TIR Missed: No	TIR:	0.73
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000285789	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285921	Jaimee George	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285944	Colette Sawyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.72
INC000000285945	Colette Sawyer	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.69
INC000000286334	Tracy Klausmeier	Application	Password	None		TIR Missed: No	TIR:	0.74
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.98
INC000000286383	Sandy Glaze	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286389	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance

INC000000286410	Jilene Whitby	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286474	Randy Overstreet	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	3.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.65
INC000000286851	Tanji Northrup	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.66
	Application Services	Martin Gonzalez	Insurance	Medium	Resolved	TTR Missed: No	TTR:	3.71
INC000000287132	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.19
INC000000287136	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000287197	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000287199	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000287294	Terisa Anderson	None	None	None		TIR Missed: No	TIR:	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.31
INC000000287331	Jilene Whitby	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.69
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000287405	Adam Martin	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287410	Jenifer Christian	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288084	Daryl Bell	None	None	None		TIR Missed: No	TIR:	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.60
INC000000288256	Adam Martin	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288260	Heidi Petermann	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288460	Sandra Halladay	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288582	Lorry Herrera	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288584	Carrie Monnier	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance

INC000000288588	Michelle M White	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.46
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.16
INC000000288630	Dan Applegarth	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.96